NHSP:*Online*
Agency User Guide

This user guide applies only to those Trusts & Agencies participating in the Agency eTimesheets trial

All other agencies should use the standard Agency User Guide.

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1.0 Important Notice – Submission of Agency Invoices

Why you need to act on this notice

NHS Professionals seeks to process and pay invoices from agencies promptly to terms but our experience is that delays are caused because invoices do not accurately reflect the work as booked by the Trust on the NHS Professionals Online booking system. NHS Professionals can only pay invoices on the Trust's behalf where there is total agreement with what the Trust has booked and what has been invoiced by the agency.

The requirements below are designed to enable you get paid promptly – failure to do so can result in delays. We would therefore ask you to carefully check all invoices submitted to ensure that they conform to the requirements below - **the agency must ensure that its operatives have online access to NHS Professionals Online to undertake these checks – contact web.support@nhsprofessionals.nhs.uk if you require access.**

Information that your invoice MUST contain

NHS Professionals checks that the timesheet and the itemised invoice both accurately reflect the shift booking. This means:

- The timesheet must be signed off by an authorised signatory on the ward/area at the Trust.
- The invoice or timesheet must show the booking reference number, preferably both.
- Any invoice without a booking reference number shown will not be processed, but returned to the Agency.
- If you cannot provide a booking reference number then the shift will be considered a direct booking and should be removed from NHS Professionals statement.
- Separate invoices must be supplied for individual staff booked.
- Only 1 timesheet per invoice will be accepted. Multiple timesheets attached to 1 invoice will be returned to the agency for re-invoicing.
- Full details of the name of the Trust, and hospital and the name of the ward/area on which your staff number has worked must be shown on your invoice/timesheet. These details should be quoted from the NHS Professionals Online System. Detail on invoices that do not match the detail in the NHS Professionals systems WILL delay payment.
- Payment terms of 30 days.
- Agency invoices should be addressed as follows:

<Trust name>
NHS Professionals Ltd
E01 Payables 7095
Phoenix House
Topcliffe Lane
Wakefield
WF31SN

2.0 Getting Started

The following guide has been compiled to aid you in your day to day use of your NHS Professionals Agency Web Browser.

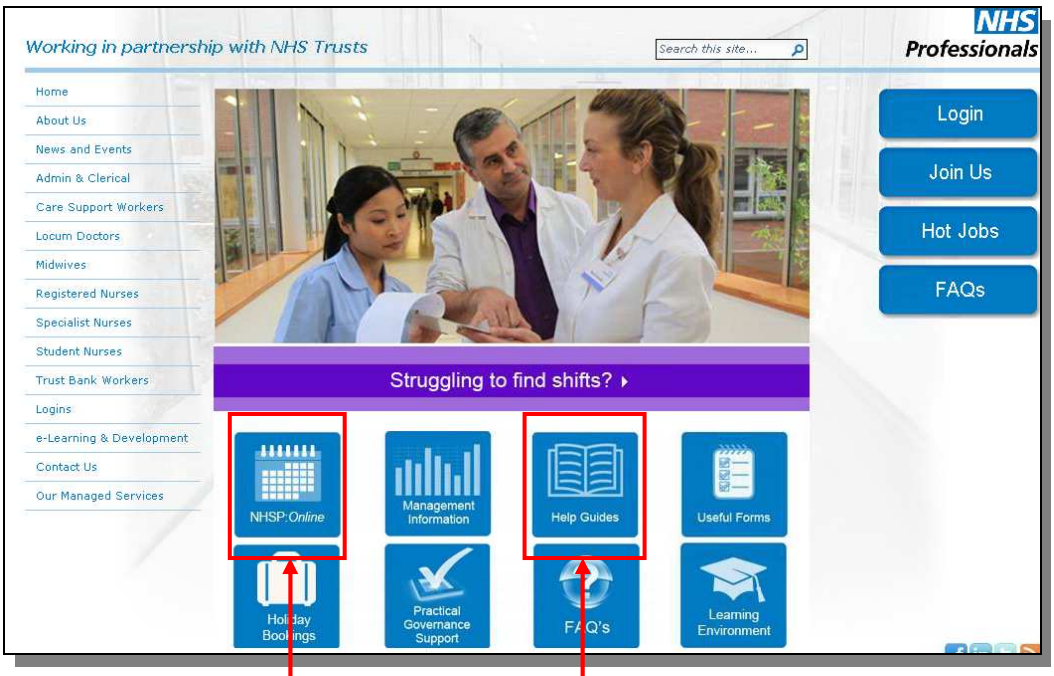
The Agency Web Browser allows Agencies to:

- Automatically view shifts that are available to them
- Add new Agency Workers onto the NHS Professionals database
- Book Workers into available shifts
- View the status of invoices being processed by NHS Professionals

To gain access to the system you must logon to the NHS Professionals web site, this means you will need to open your Internet Browser (typically Internet Explorer) and then enter the NHS Professionals website address into the address bar:

http://www.nhsprofessionals.nhs.uk

On this page click the 'Login' button

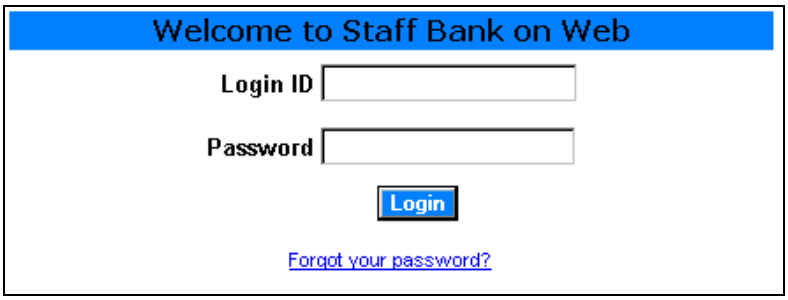


There are training resources for the NHSP:*Online* system found in the 'Help Guides' section

To login click 'NHSP:*Online*'

The NHSP:*Online* login page will appear

You will now be asked to insert your Login ID and Password. Once you have completed this information click the "**Login**" Button.



3.0 Main Menu

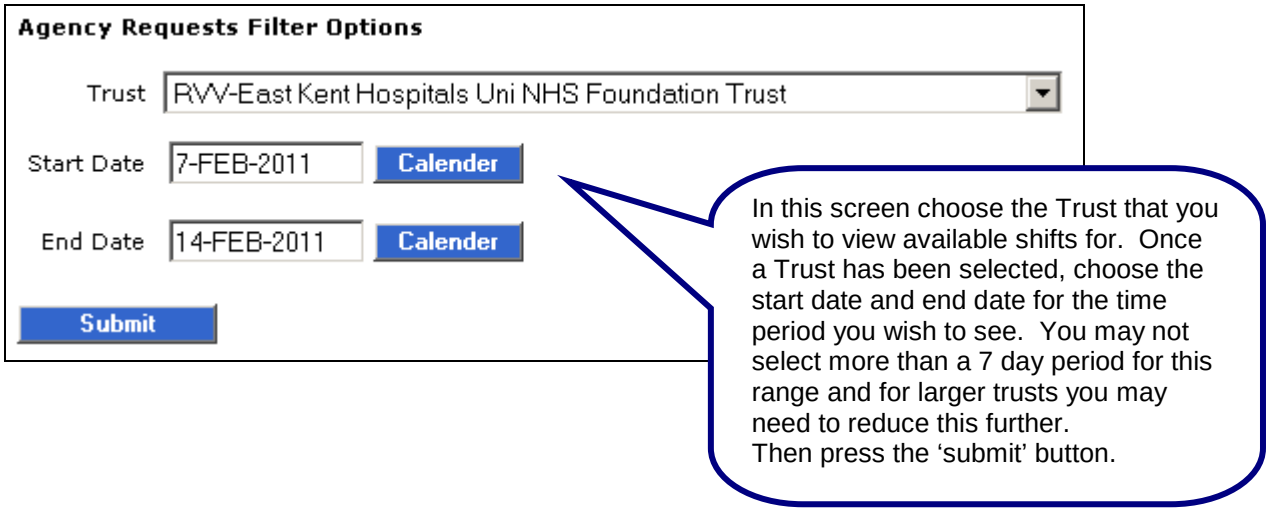
You should now be successfully logged onto the NHS Professionals' online booking system, and this screen will be displayed:

The main menu provides you with the ability to navigate easily to the task you wish to perform. Each of these will be covered in more detail throughout the remainder of this document:

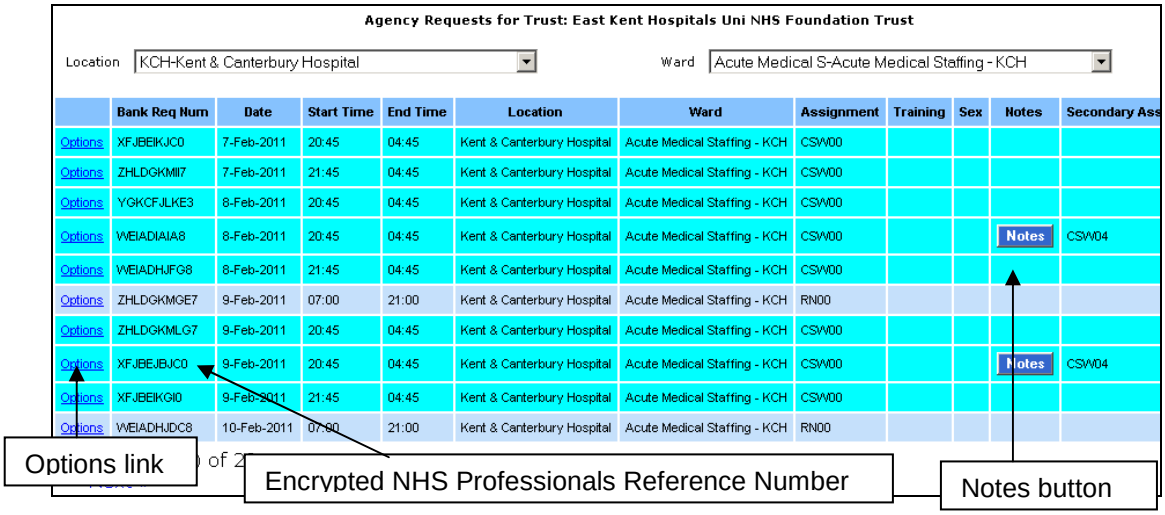
Please note that when you initially log in the 'Notifications' page is displayed to the right of the menu by default. Read more on this on the 'Notifications' section of this manual.

4.0 View Requests

Once you have clicked on the 'View Requests' link from the menu the following screen will be displayed.


Agency Requests Filter Options
Trust
RVV-East Kent Hospitals Uni NHS Foundation Trust
Start Date
7-FEB-2011
Calender
End Date
14-FEB-2011
Calender
Submit
In this screen choose the Trust that you wish to view available shifts for. Once a Trust has been selected, choose the start date and end date for the time period you wish to see. You may not select more than a 7 day period for this range and for larger trusts you may need to reduce this further.
Then press the 'submit' button.

Should the Search Criterion you have entered produce any results the following screen will be displayed.



Each request will appear on a separate row and will contain the detail of that request. Should you require to further filter the requests on the screen you can select the 'Location' and or 'Ward' from the drop down lists at the top of this screen.

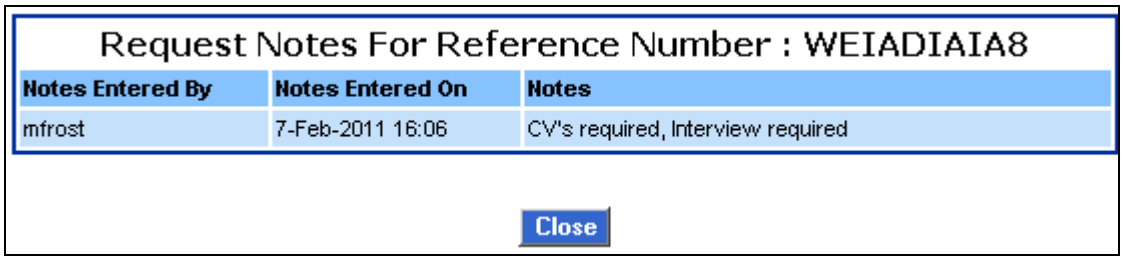
The 'Options' link will navigate you to the screen where you will be able to book a Flexible Worker into this request.

The Encrypted NHS Professionals Reference Number is unique to this request. If you have any queries regarding this request you will need to quote this encrypted number in any communication you may have with NHS Professionals

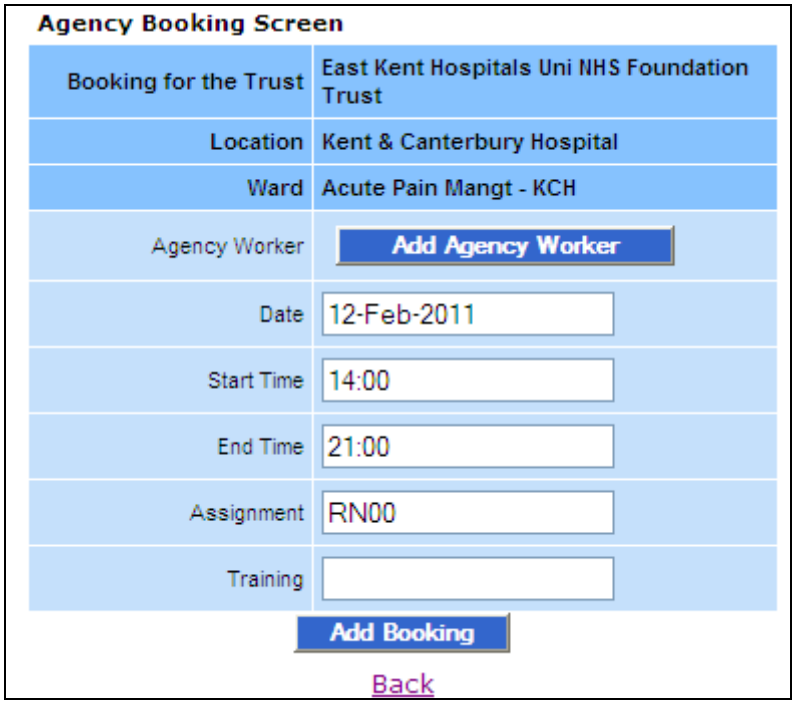
The 'Notes' button will be displayed if there requester of this request has added a note. You should read this note before making a booking as it may contain important information regarding this request.

4.1 Booking a Flexible Worker

This section comes immediately after you have completed the actions in section 4.0
If you see any pop up messages appear you should find an explanation in the section 'Error Messages' found later in this document.
Before you attempt to book a Flexible Worker into the request you should ensure that you have read any notes that are attached to that request. Clicking on the 'Notes' button will display any notes associated with that request.



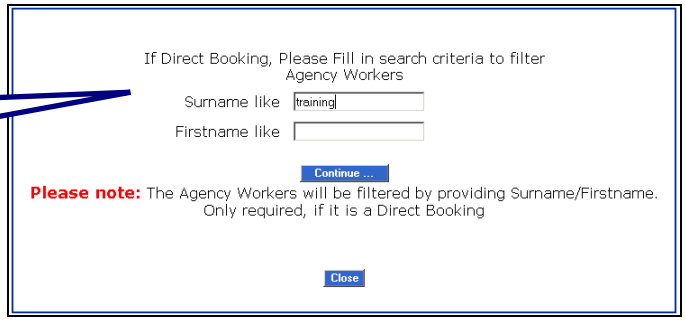
Once you have read and understood the notes associated with that request or there are no notes click on the 'Options' link to the left of request you require to book a Flexible Worker into. The 'Agency Bookings Screen' will be displayed



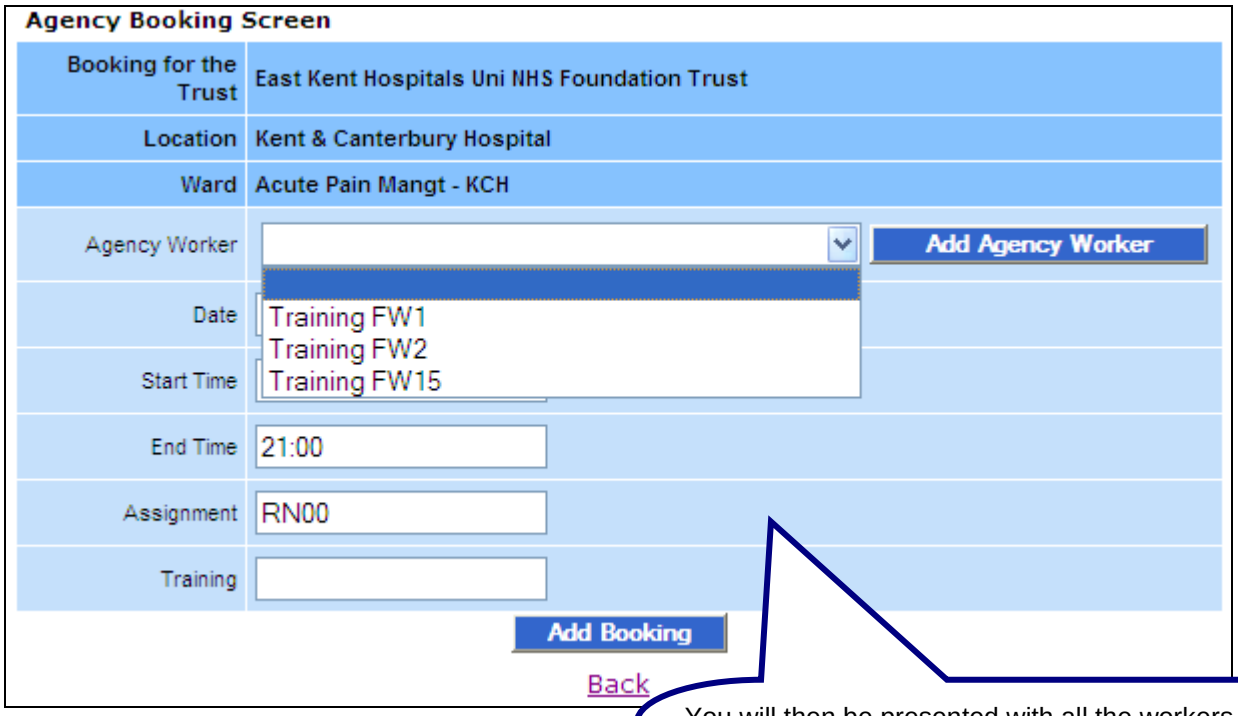
The detail of the request will be displayed to you as above. When you are ready to book your Flexible Worker click on the 'Add Agency Worker' button.

The following pop-up window will appear. You will need to enter the name of your Flexible Worker as it is appears in the NHS Professionals system.
For the few first times try typing in the SURNAME ONLY. You will then see the name as it appears in the system and you can then type in the full name next time.

Simply type in either the surname or both surname and first name and click "Continue…"


If Direct Booking, Please Fill in search criteria to filter Agency Workers
Surname like
training
Firstname like
Continue ...
Please note: The Agency Workers will be filtered by providing Surname/Firstname. Only required, if it is a Direct Booking
Close

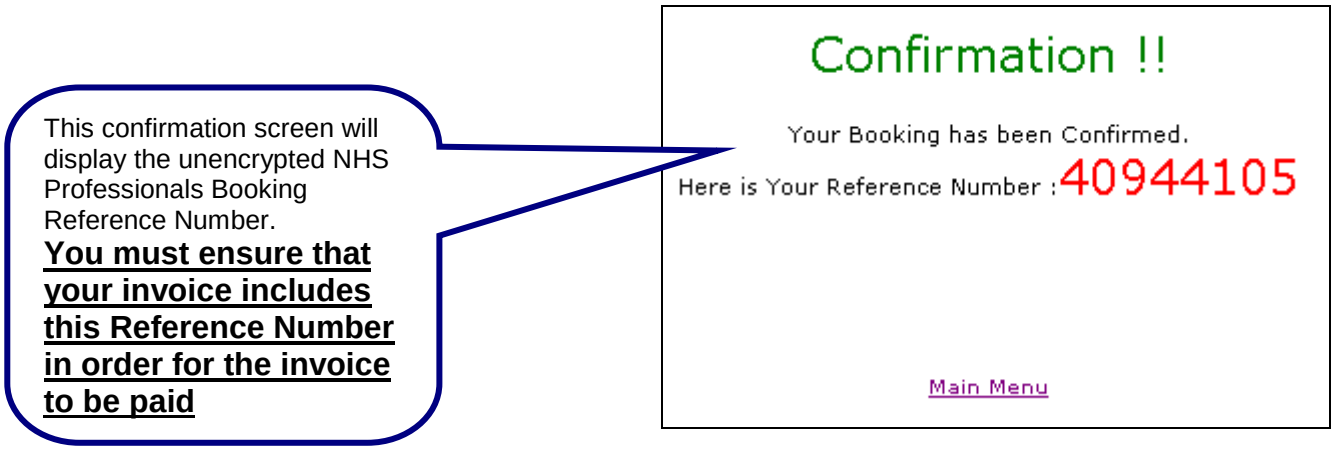
Please note that shortening the first name will not return any flexible workers i.e. typing in Mike is not the same as Michael and Jon is not the same as Jonathan.
If the person you are searching for is not returned in the results try searching again using the surname only (or try an alternative spelling) or that person does not exist in our database



You will then be presented with all the workers that are listed on the NHS Professionals database that match the surname and or first name that you typed in.
Use the drop down box to select the worker that you wish to book into that request.
Then click on the 'Add Booking' button at the bottom of the screen.

A message will be displayed stating that the worker is being validated. The Flexible Worker may not be validated if they are booked into a shift for an overlapping time period. Should this occur a pop up notification will be displayed to you notifying you that the Flexible Worker cannot be booked

Once the Flexible Worker is validated the 'Confirmation' page will be displayed to you:

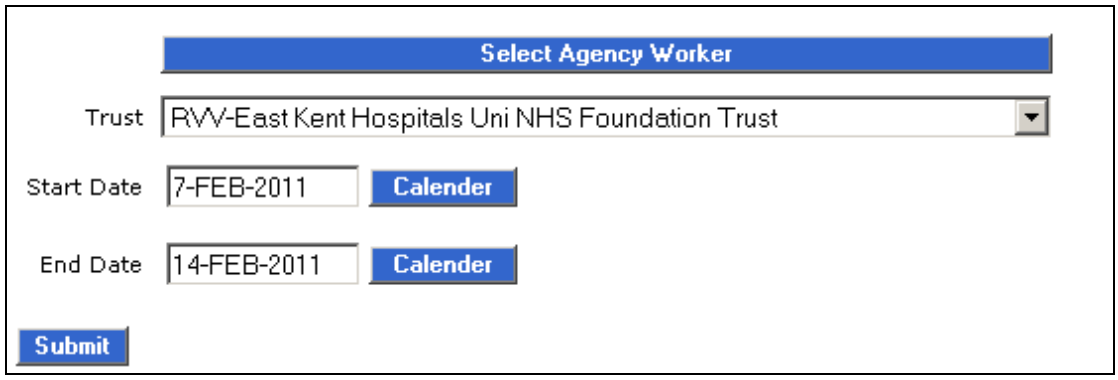

This confirmation screen will display the unencrypted NHS Professionals Booking Reference Number.
You must ensure that your invoice includes this Reference Number in order for the invoice to be paid
Confirmation !!
Your Booking has been Confirmed.
Here is Your Reference Number : 40944105
Main Menu

Modifying or Cancelling your Bookings

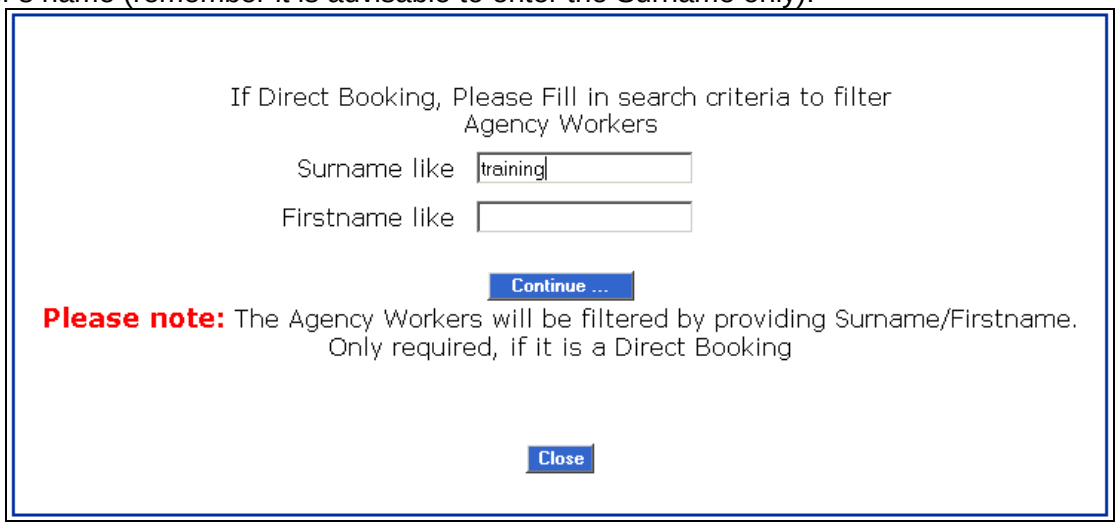
Please see the later section of this manual entitled 'Booking Status' to view details on how to modify or cancel your bookings.

5.0 Book Agency Worker

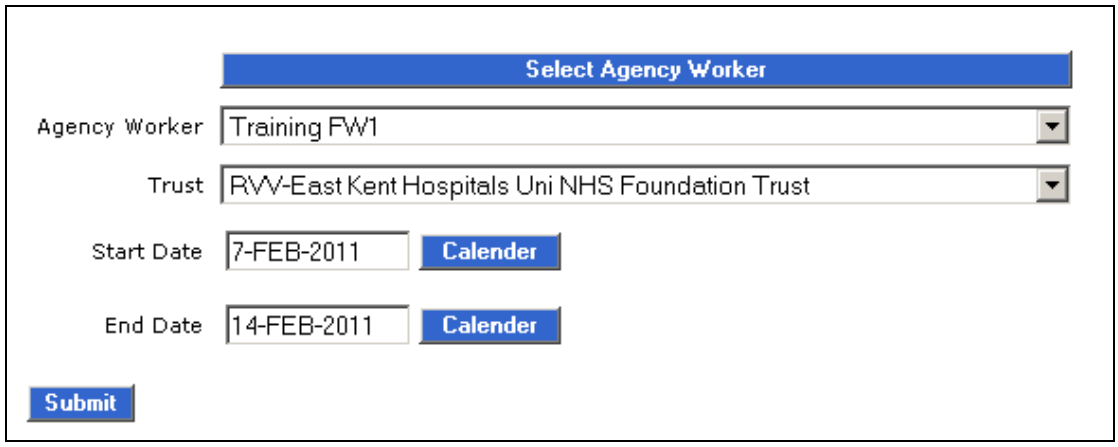
If you require to book an Agency Worker into a **number of requests at one time** click on the 'Book Agency Worker' menu option and the following screen will be displayed:



Select the agency worker by clicking on 'Select Agency Worker' button and type in the Agency Worker's name (remember it is advisable to enter the Surname only):


If Direct Booking, Please Fill in search criteria to filter Agency Workers
Surname like
training
Firstname like
Continue ...
Please note: The Agency Workers will be filtered by providing Surname/Firstname. Only required, if it is a Direct Booking
Close

Once you have entered the worker's name, click the continue button and you will be returned to the Select Agency Worker page where you should now select the Agency Worker that you wish to be book:



A list of requests will be displayed that you can book the Agency Worker into. To book the Agency Worker tick the 'Select' tick boxes and then click the 'Save Bookings' button:

Select	Date	Start Time	End Time	Location	Ward	Assignment	Training
☐	11-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	
☐	12-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	
☑	13-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	
☐	14-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	
☐	15-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	
☑	16-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	
☐	17-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	
☑	18-Feb-2011	14:00	21:00	Kent & Canterbury Hospital	Acute Pain Mangt - KCH	RN00	

Back

Save Bookings | Reset

You will receive confirmation for the requests where the Agency Worker has been booked

Agency Worker 'Training FW1' has been Booked for the following Shifts.

Confirmed Booking Details						
Bank Req Num	**Date**	**Start Time**	**End Time**	**Location**	**Ward**	**Assignment**
48038081	9-Feb-2011	20:45	04:45	KCH	Acute Medical S	CSW00
48038086	14-Feb-2011	20:45	04:45	KCH	Acute Medical S	CSW00

If the Agency Worker fails any of the validations that NHS Professionals requires you will be notified of this along with any successfully booked requests

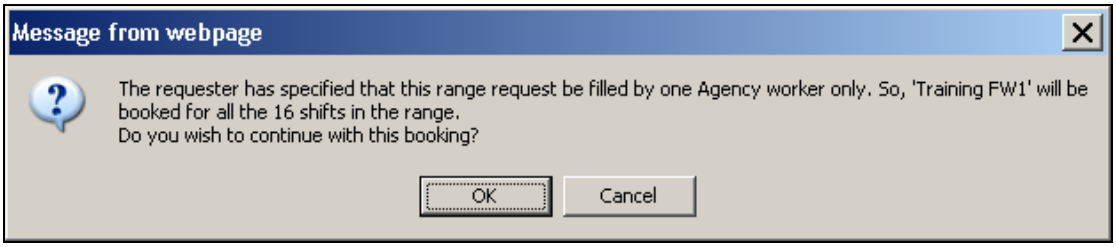
Agency Worker 'Training FW1' has not been Booked for the following Shifts.

Shifts Not Booked							
EBR Num	**Date**	**Start Time**	**End Time**	**Location**	**Ward**	**Assignment**	**Status**
ZHLDGKMGM7	17-Feb-2011	07:00	21:00	KCH	Acute Medical S	RN00	Registration has expired for the Agency Worker.

Note the reason for the Validation Failure

6.0 Block Bookings

Whilst booking a Flexible Worker using either the sections 4.1 or 5 you may see the following pop up appear:


Message from webpage
The requester has specified that this range request be filled by one Agency worker only. So, 'Training FW1' will be booked for all the 16 shifts in the range.
Do you wish to continue with this booking?
OK
Cancel

This means that the request you are trying to book your flexible worker into is part of a larger block booking where the requester has specified that only one member of staff can cover all those requests.
The number of requests in the range is displayed in the pop up box. In this case there are 16. If you continue you will see all the requests in that range

Range Request Days

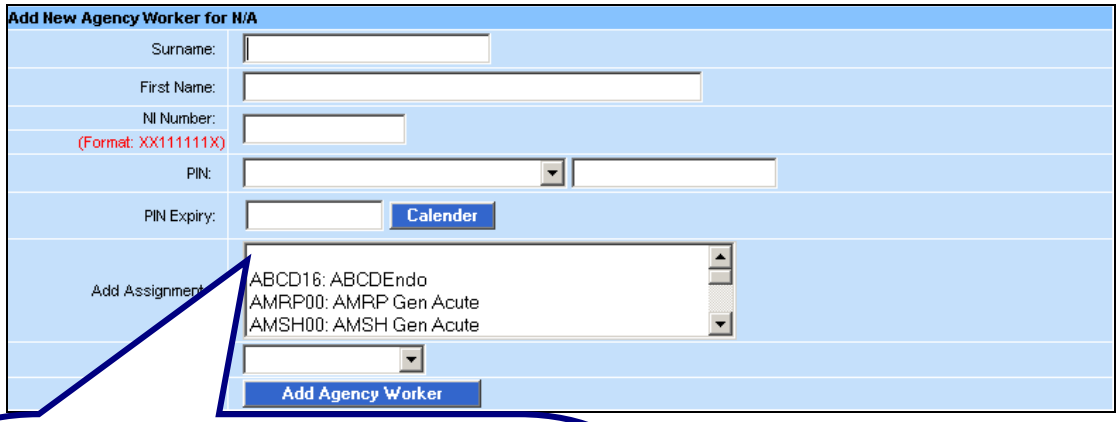
Select	Day	Location	Ward	Qualification	Start Time	End Time
☑	9-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	10-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	11-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	12-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	13-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	14-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	15-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	16-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	17-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	18-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	19-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	20-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	21-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	22-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	23-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00
☑	24-Feb-2011	KCH	AcutePain-KCH	RN00	14:00	21:00

Ok Cancel

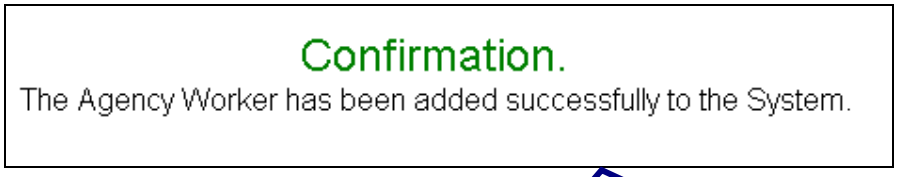
Click OK to book the worker into all these requests.

7.0 Add Agency Worker

If you wish to add a Flexible Worker that does not already exist on the NHS Professionals system click on the 'Add Agency Worker' link in the menu.



Enter all information that is relevant to the worker that you wish to place. You will need to enter all the appropriate fields for this worker. Note that NI Number is a mandatory field and this is used to ensure that this is used as a unique identifier for the system. There is no other option for this and you **MUST** enter their valid NI Number. Failure to do this may result in access to the NHS Professionals' Online system being withdrawn by the trust

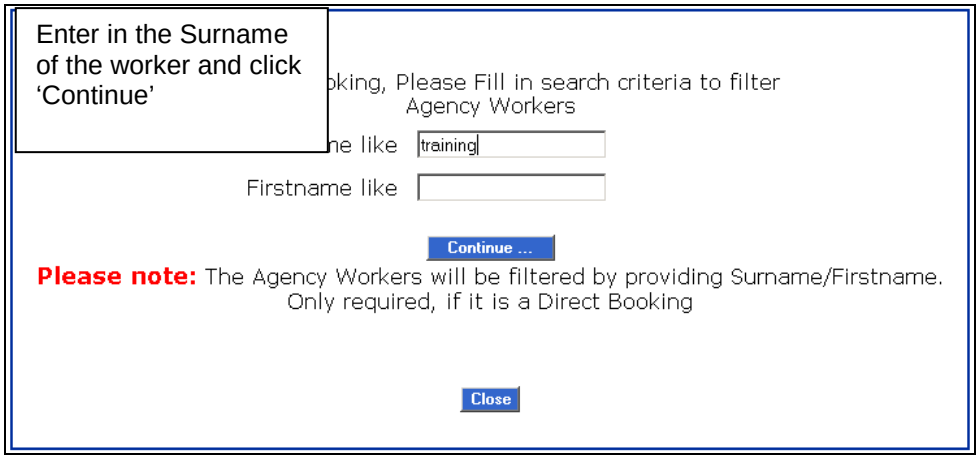


Once the worker is added a confirmation page will be displayed.

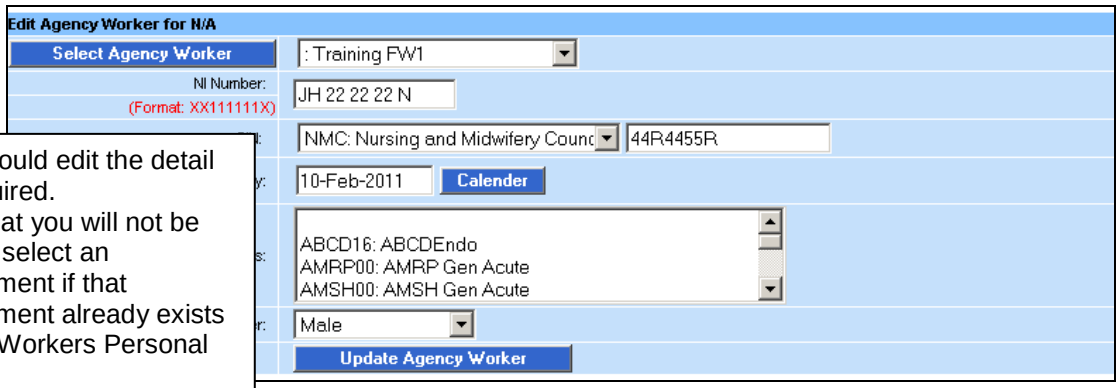
If you have any problems adding your Flexible Workers consult the Error Messages section of this manual. If this does not the issue contact NHS Professionals by resolve by emailing web.support@nhsprofessionals.nhs.uk and include the Flexible Workers full name and National Insurance Number

8.0 Edit Agency Worker

Should you require to update or edit the details of one of your Flexible Workers you should click on the 'Edit Agency Worker' link from the menu.
The following page will be displayed for you to select your worker:

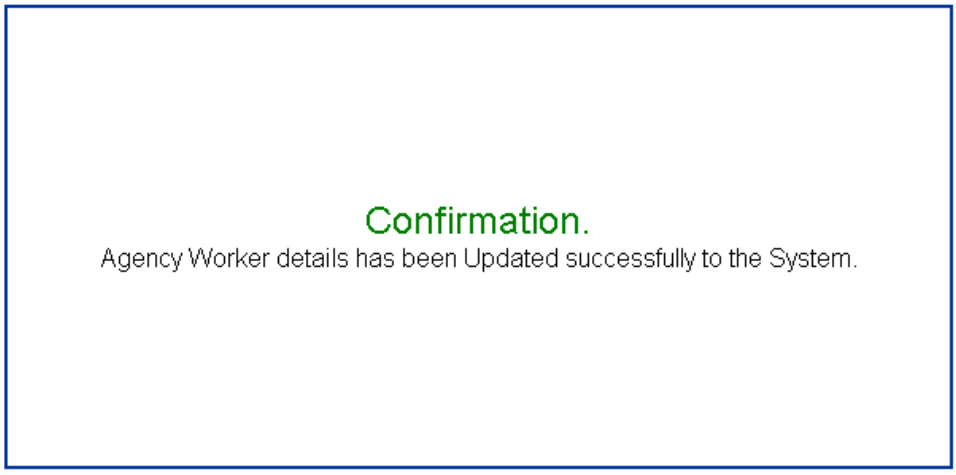

Enter in the Surname of the worker and click 'Continue'
oking, Please Fill in search criteria to filter Agency Workers
ne like
training
Firstname like
Continue ...
Please note: The Agency Workers will be filtered by providing Surname/Firstname. Only required, if it is a Direct Booking
Close

Your entry will now take you to the edit agency worker page:



You should edit the detail as required.
Note that you will not be able to select an Assignment if that Assignment already exists on the Workers Personal Details

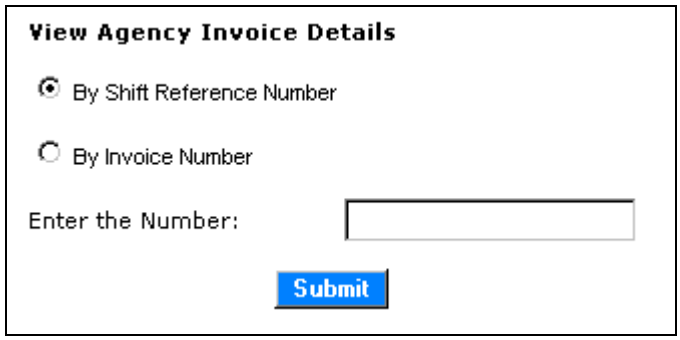
Once you have updated the detail click on the 'Update Agency Worker' button. If the updates are successful you will receive confirmation of the updates.



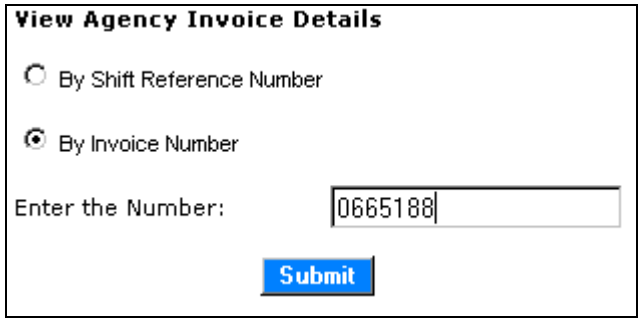
9. Invoice Details

To view your invoice details for a particular invoice or booking Click on the Invoice Details link in the menu.

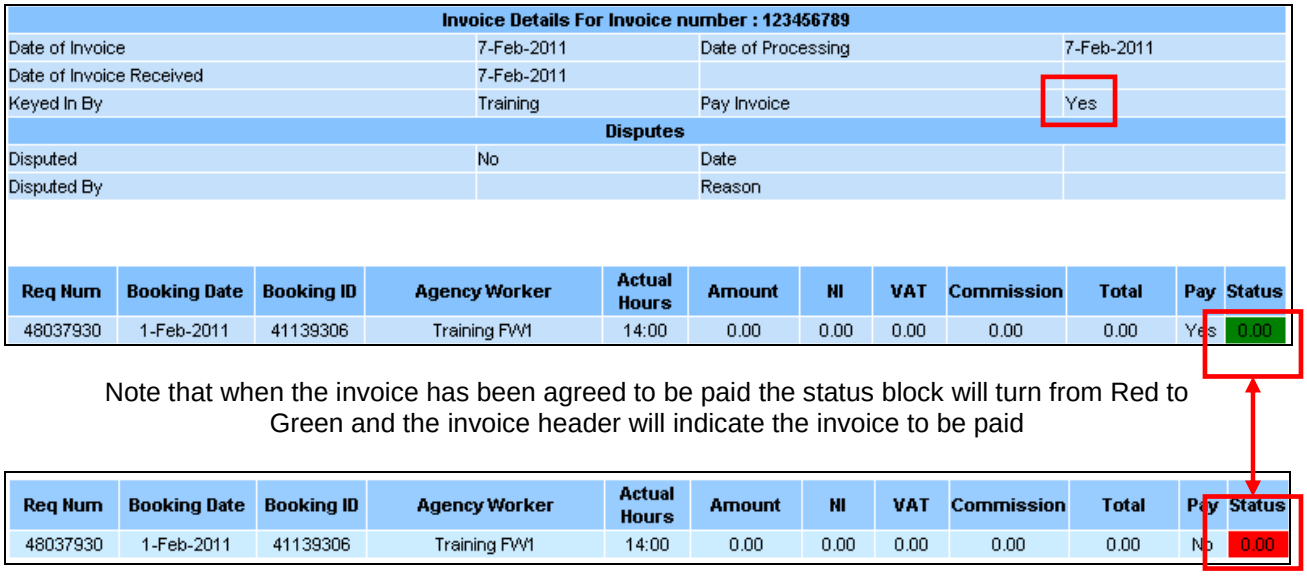
You will be presented with the following page:



You can search for an invoice by either the Shift Reference Number or the by the Invoice Number by selecting the appropriate option and entering the number:



Once you have done this click submit and the invoice detail for that number will appear:



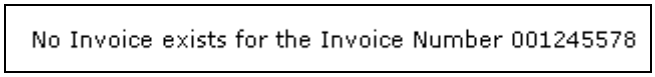
Invoice Details For Invoice number : 123456789			
Date of Invoice	7-Feb-2011	Date of Processing	7-Feb-2011
Date of Invoice Received	7-Feb-2011		
Keyed In By	Training	Pay Invoice	Yes
Disputes			
Disputed	No	Date	
Disputed By		Reason	

Req Num	Booking Date	Booking ID	Agency Worker	Actual Hours	Amount	NI	VAT	Commission	Total	Pay	Status
48037930	1-Feb-2011	41139306	Training FW1	14:00	0.00	0.00	0.00	0.00	0.00	Yes	0.00

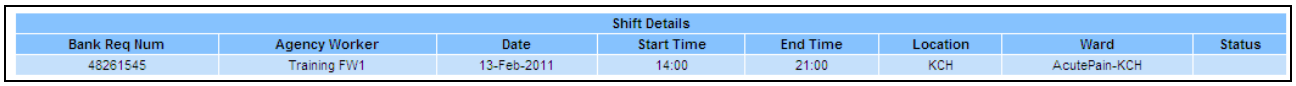
Note that when the invoice has been agreed to be paid the status block will turn from Red to Green and the invoice header will indicate the invoice to be paid

Req Num	Booking Date	Booking ID	Agency Worker	Actual Hours	Amount	NI	VAT	Commission	Total	Pay	Status
48037930	1-Feb-2011	41139306	Training FW1	14:00	0.00	0.00	0.00	0.00	0.00	No	0.00

If you enter in an invalid Invoice number or the invoice doesn't not yet exist within the NHS Professionals system you will receive the following message:



If you have tried searching for an invoice by the Shift Reference Number and the shift does not yet have and associated invoice the Shift Details screen will be displayed:

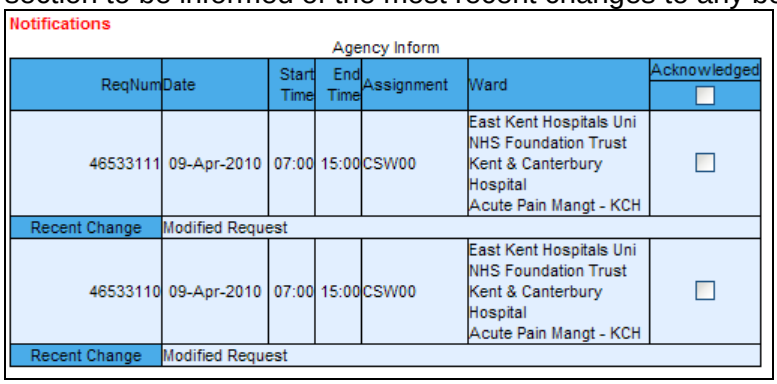


Shift Details							
Bank Req Num	Agency Worker	Date	Start Time	End Time	Location	Ward	Status
48261545	Training FW1	13-Feb-2011	14:00	21:00	KCH	AcutePain-KCH	

If you have entered in an invalid Shift Reference Number or a number that does not exist then you will receive the following message:

10.0 Notifications

The notifications page will show you any bookings that have been modified within 24 hours of the start time of the shift. This includes cancellations and modifications. You will need to check this section to be informed of the most recent changes to any bookings in this time scale.

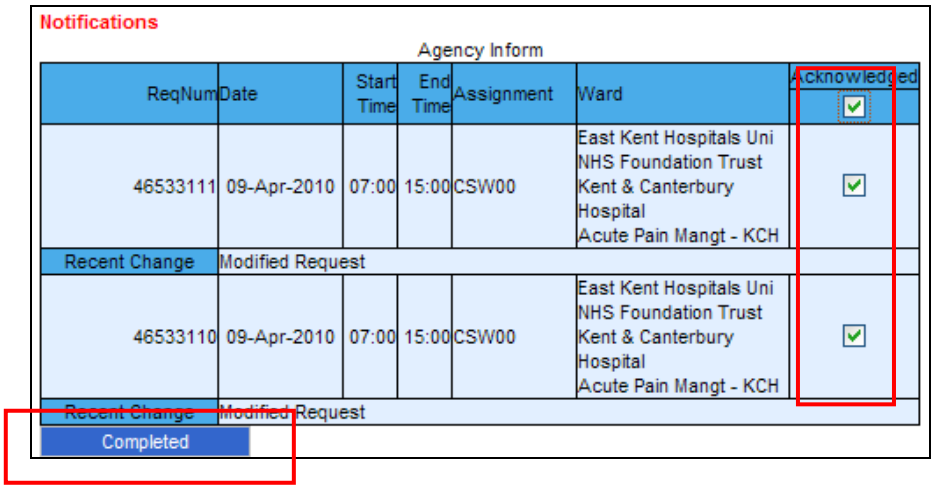


Notifications

Agency Inform

ReqNum	Date	Start Time	End Time	Assignment	Ward	Acknowledged
46533111	09-Apr-2010	07:00	15:00	CSW00	East Kent Hospitals Uni NHS Foundation Trust Kent & Canterbury Hospital Acute Pain Mangt - KCH	☐
Recent Change	Modified Request					
46533110	09-Apr-2010	07:00	15:00	CSW00	East Kent Hospitals Uni NHS Foundation Trust Kent & Canterbury Hospital Acute Pain Mangt - KCH	☐
Recent Change	Modified Request					

Once you have acknowledge the change and recorded it within your system tick the 'Acknowledged' tick box and then click the 'Completed' button:



Notifications

Agency Inform

ReqNum	Date	Start Time	End Time	Assignment	Ward	Acknowledged
46533111	09-Apr-2010	07:00	15:00	CSW00	East Kent Hospitals Uni NHS Foundation Trust Kent & Canterbury Hospital Acute Pain Mangt - KCH	☑
Recent Change	Modified Request					
46533110	09-Apr-2010	07:00	15:00	CSW00	East Kent Hospitals Uni NHS Foundation Trust Kent & Canterbury Hospital Acute Pain Mangt - KCH	☑
Recent Change	Modified Request					

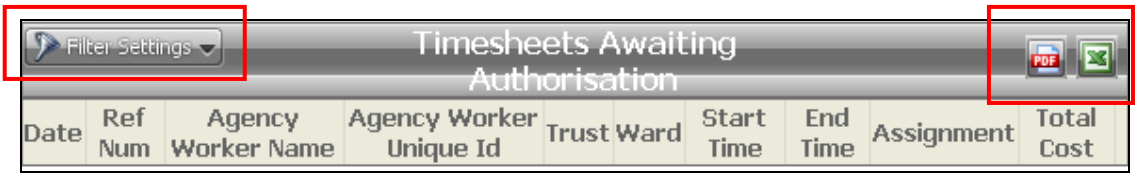
Completed

11.0 Timesheets:

11.1 Awaiting Authorisation:

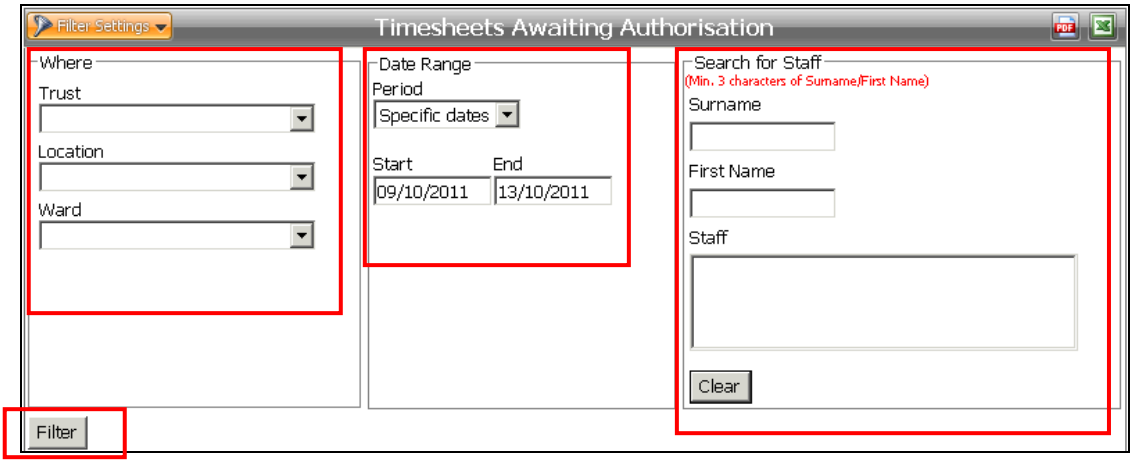
Timesheets that are awaiting authorisation can be viewed from this report. Timesheets that are awaiting authorisation means that the Ward or deparment manager has yet to electronically sign the eTimesheet.

Click on this menu option. You will be presented with the following page.



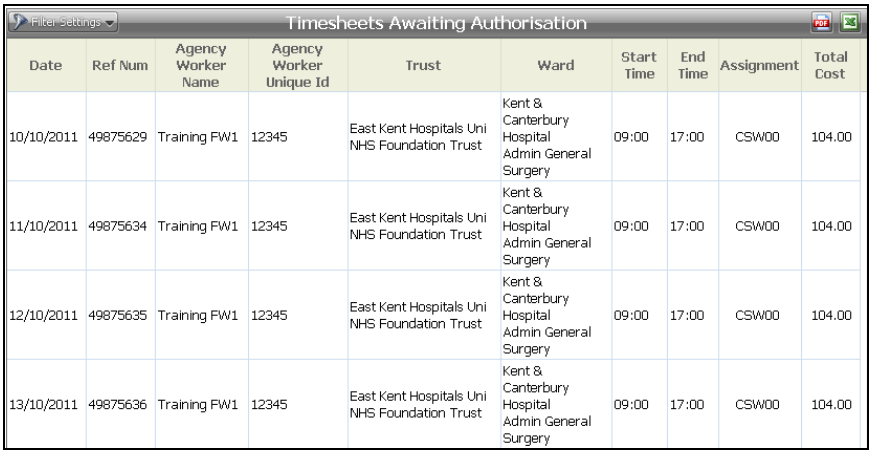
The two highlighted boxes will appear throughout your use of the eTimesheets and invoicing reports. The box highlighted to the right of the picture allows you to export any of the reports to either pdf or Excel. Click on either option to export your reports.

The box highlighted to the left of this picture 'Filter Settings' expand the page to include search options. Click this link to view your search options.



You can filter by any or all of the options highlighted above. Once you have selected you search options click the 'Filter' button.

If there are any eTimesheets for the report they will be displayed below the headings at the bottom of the page.



Date	Ref Num	Agency Worker Name	Agency Worker Unique Id	Trust	Ward	Start Time	End Time	Assignment	Total Cost
10/10/2011	49875629	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	09:00	17:00	CSW00	104.00
11/10/2011	49875634	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	09:00	17:00	CSW00	104.00
12/10/2011	49875635	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	09:00	17:00	CSW00	104.00
13/10/2011	49875636	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	09:00	17:00	CSW00	104.00

The list displays all the timesheets awaiting authorisation.

11.2 Timesheets Awaiting Release:

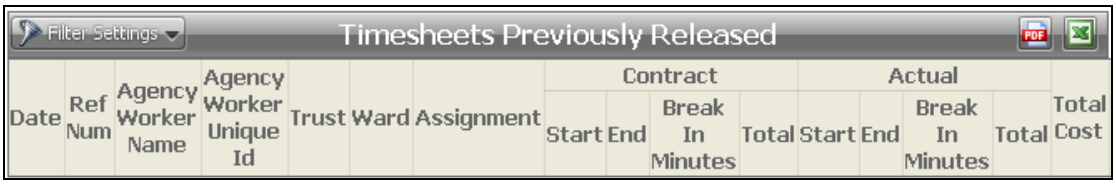
Once timesheets have been authorised they must be released by the Flexible worker.

At present NHS Professionals has set Agency eTimesheets to be automatically released when the Trust authorises them. You will therefore not need to use this section of NHSP:*Online*

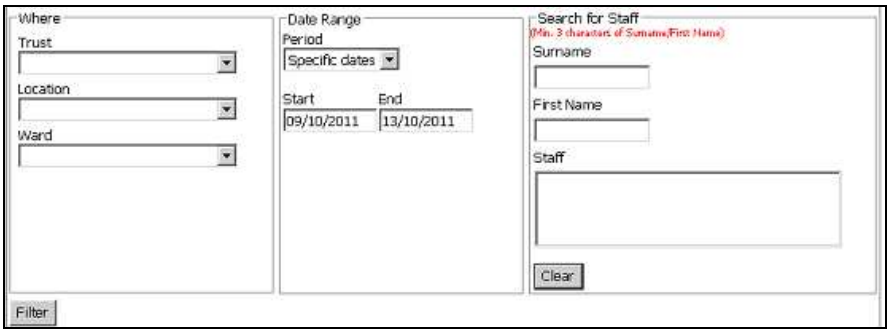
11.3 Timesheets Previously Released:

This report will show you all the timesheets that have been released. As NHS Professionals plan to do this automatically, as soon as a timesheet is authorised it will be automatically released, all your timesheets that have been authorised will be displayed here.

Click the 'Previously Released' menu option



Expand the search options using the 'Filter Settings' button on the top left of this page.



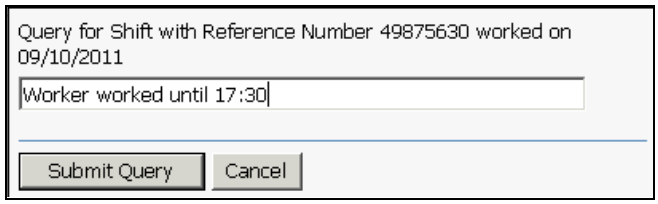
Enter your search options and click the filter button

Date	Ref Num	Agency Worker Name	Agency Worker Unique Id	Trust	Ward	Assignment	Contract				Actual				Total Cost	
							Start	End	Break In Minutes	Total	Start	End	Break In Minutes	Total		
08/10/2011	49875633	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	112.50	Query
10/10/2011	49875629	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	97.50	Query
11/10/2011	49875634	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	97.50	Query

All the previously release timesheets will be displayed for your search options.

You can choose to 'Query' an eTimesheet if you do not believe the details are correct, using the 'Query' link to the far right of the timesheet.

Querying an eTimesheet
Click the 'Query' link and the following will be displayed

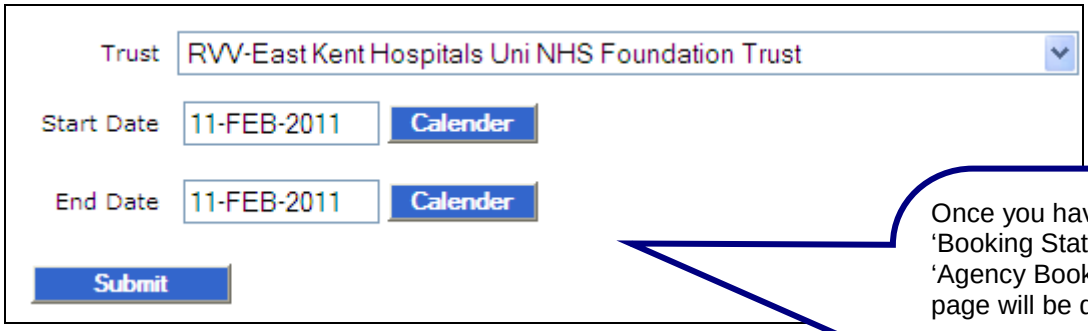


Enter the reason you are Querying the timesheet and click 'Submit Query'. The manager will be notified the next time they log in that there is a queried timesheet for them to action.

12.0 Reports

12.1 Booking Status

The Booking Status report will display a list of the requests that you have booked a Flexible Worker into along with the NHS Professionals Reference number.

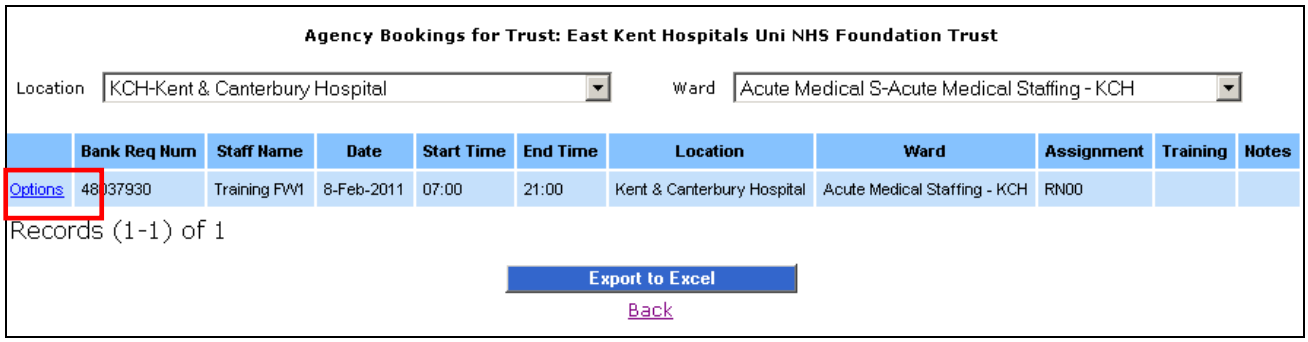


Once you have clicked on 'Booking Status' in the Menu the 'Agency Bookings Filter Options' page will be displayed

Choose the Trust and date range that you wish to see confirmed bookings for and the click on the 'submit' button. You will not be able to have a greater than 15 days date range and for larger trusts you may wish to reduce this further.

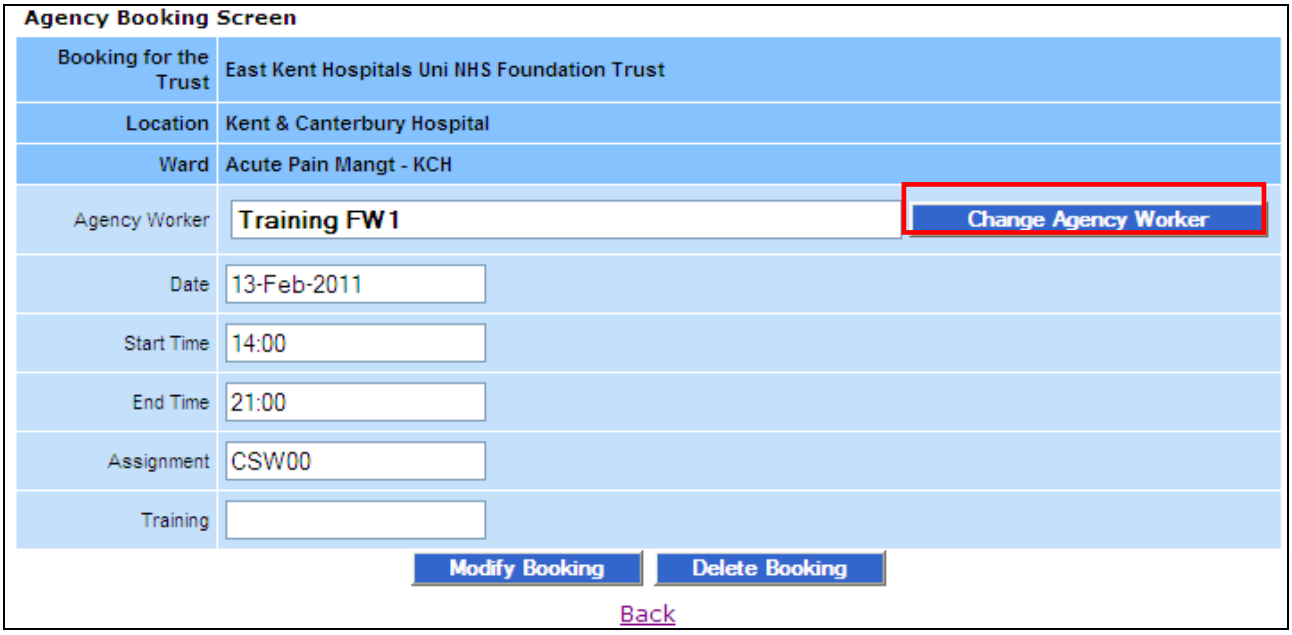
The 'Booking Status' page will then be displayed for all the bookings for your agency. You can further filter this report by using the 'Location' and or 'Ward' drop down lists at the top of this page.

Should you require to export this report to Excel click on the 'Export to Excel' button at the bottom of the screen.

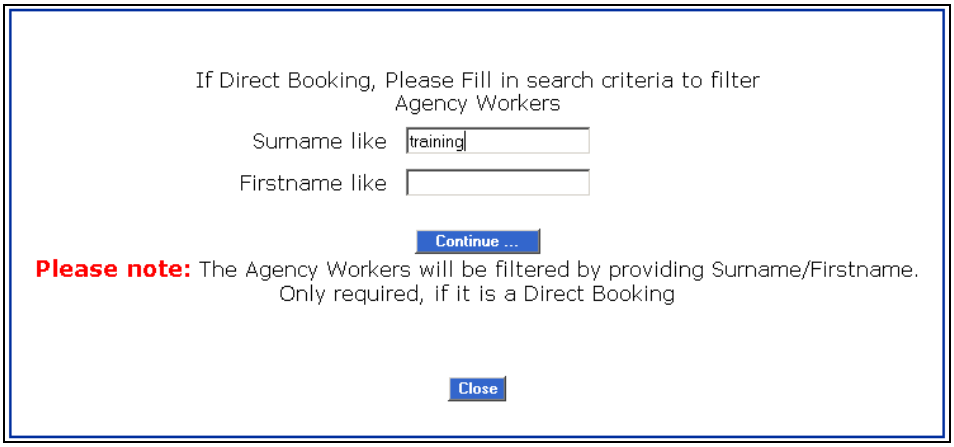


Clicking on the options link will allow you to Modify or Delete your booking. This allows you to change the name of the worker booked into the request or delete the booking altogether (this request will still be available to be booked from the 'Book Agency Worker' or 'View Requests' pages.

To modify the booking click on the 'Change Agency Worker' button

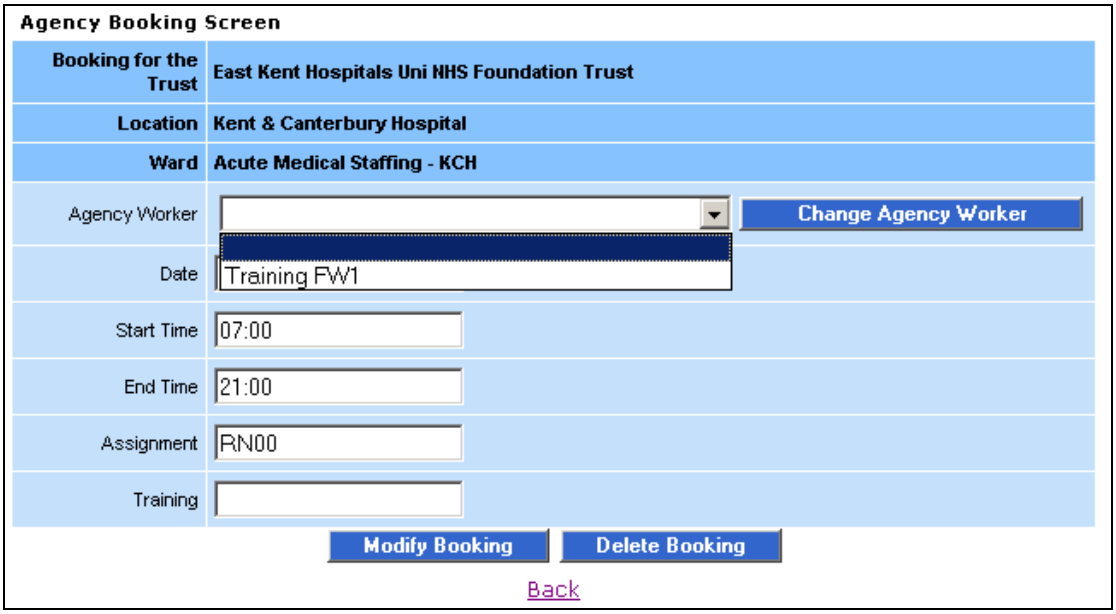


Enter the name of the worker you wish to book into the request as before:


If Direct Booking, Please Fill in search criteria to filter Agency Workers
Surname like
training
Firstname like
Continue ...
Please note: The Agency Workers will be filtered by providing Surname/Firstname. Only required, if it is a Direct Booking
Close

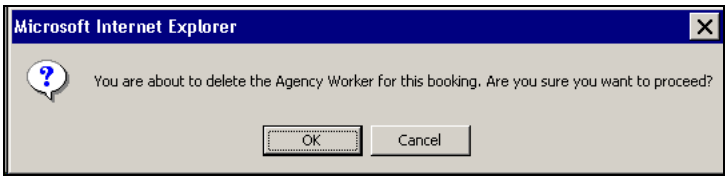
Click continue

Select the name of the flexible worker and click the ‘Modify Booking button.

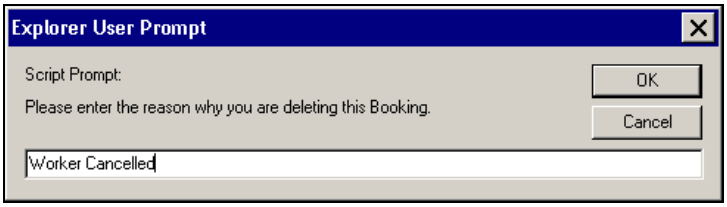


When the new worker is booked you will receive a confirmation message.

If you require to delete the booking click on the ‘Delete Booking’ button from within the Agency Booking Screen and you will be prompted by the following message


Microsoft Internet Explorer
You are about to delete the Agency Worker for this booking. Are you sure you want to proceed?
OK
Cancel

Clicking OK will prompt you to enter a Reason why you are deleting the booking – enter the reason and click Ok



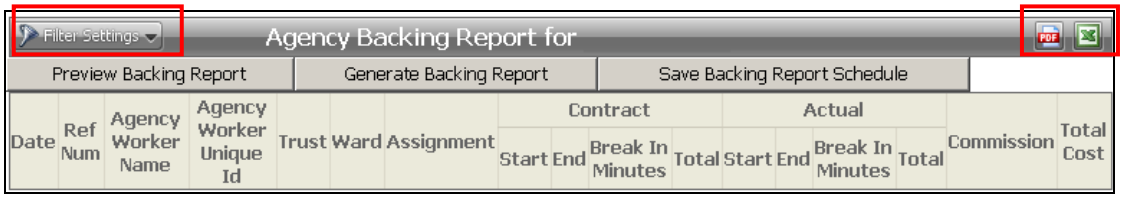
Enter the reason in as full an explanation as possible and click the OK button. You will then receive the confirmation that the Agency Worker has been cancelled.

12.2 Generate Backing Report

Once timesheets have been authorised and automatically release you can generate an invoice backing report.

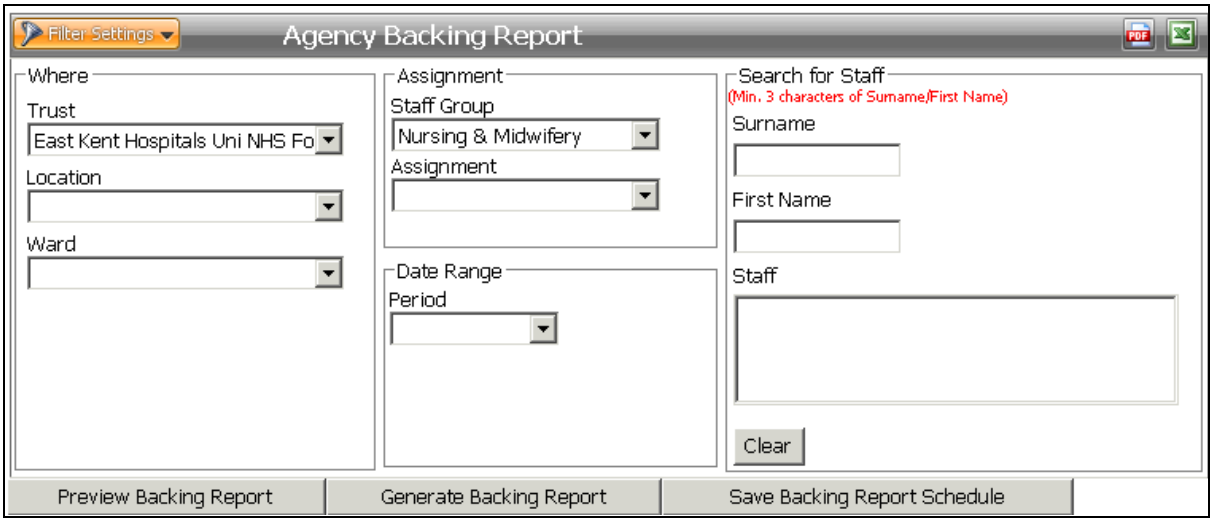
This will give you the detail to attach to your invoice to allow swift payment by NHS Professionals of your invoices. As these are system generated reports it will ensure that discrepancies between your invoices and NHS Professionals record of your agencies shift payment details will be kept to a minimum.

To generate a backing report click on the 'Generate Backing Report' from the menu.



As with the Timesheet reports, you have the option to search using the 'Filter Settings' button and to export any of the reports using the pdf and excel icons in the header of this page.

Expand the page by clicking the 'Filter Settings' button



Enter in your filter options. Filter options need to be set so that the backing information that you send NHS Professionals matches the details on your invoice.

Once you have selected your filter options you have one of three options. You can 'Preview Backing Report', 'Generate Backing Report' or you can 'Save Backing Report Schedule'

12.2.1 Preview Backing Report

You can preview the backing report before you generate your backing report. To do this, select your search options and click the 'Preview Backing Report'. You will then see the backing report in the grid below the search options.

Date	Ref Num	Agency Worker Name	Agency Worker Unique Id	Trust	Ward	Assignment	Contract				Actual				Commission	Total Cost
							Start	End	Break In Minutes	Total	Start	End	Break In Minutes	Total		
10/10/2011	49875629	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	97.50
08/10/2011	49875633	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	112.50
11/10/2011	49875634	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	97.50

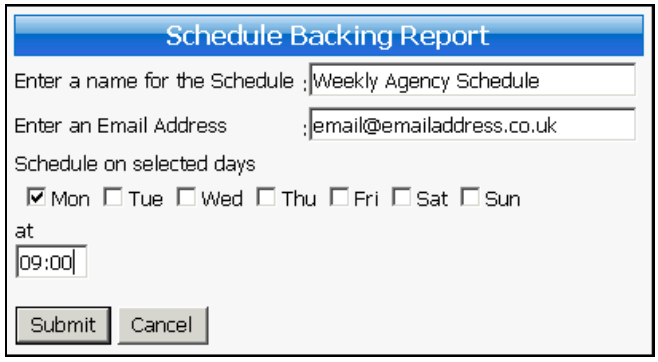
12.2.3 Generate Backing Report

To generate your backing report select the search options and click the 'Generate Backing Report' button. This will then mark the eTimesheets as having a backing report generated and you will not be able to preview or generate a backing report on them again. You can always view backing reports that have been generated from the 'View Backing Reports' menu.

Date	Ref Num	Agency Worker Name	Agency Worker Unique Id	Trust	Ward	Assignment	Contract				Actual				Commission	Total Cost
							Start	End	Break In Minutes	Total	Start	End	Break In Minutes	Total		
10/10/2011	49875629	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	97.50
08/10/2011	49875633	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	112.50
11/10/2011	49875634	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	97.50

12.2.4 Save Backing Report Schedule

You can automate the generation of backing reports by using the Save Backing Report Schedule. You will need to select your Filter options and then click the 'Save Backing Report Schedule' button.
You will see a pop up appear



Enter a name for the schedule and enter the email address that NHSP:*Online* can email you regarding the generation of the backing report.
You can then select which days of the week you want the backing report to run and at which time you would like them to be run.

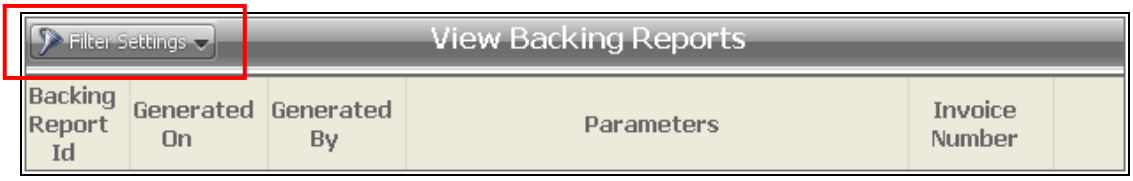
You can have as many schedules as there are filter options.

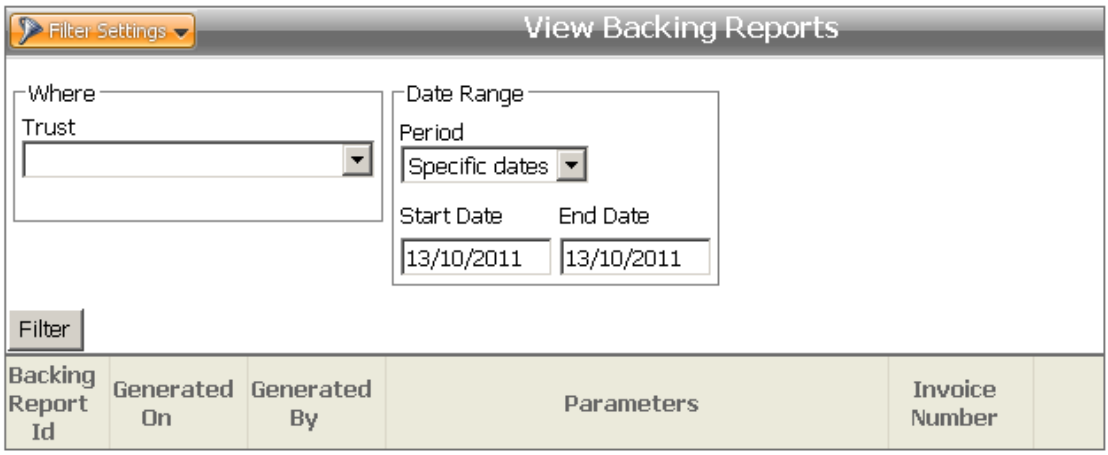
Click the Submit button to save this schedule.

Backing reports that are setup this way will need to be viewed and exported from the 'View Backing Report' menu option.

12.5 View Backing Report

You can view any previously or automatically generated backing reports using the 'View Backing Report' menu option.
Click the menu option and expand the filter options:





Select your filter options and click the filter button. Any previously generated backing reports that match your search options will be displayed.

Backing Report Id	Generated On	Generated By	Parameters	Invoice Number	
136	19/10/2011 10:36	Agencyuser11	Trust: East Kent Hospitals Uni NHS Foundation Trust Agency: Nursing StaffGroup: Nursing & Midwifery Location: ALL Ward: ALL Grade: ALL		View Details
137	19/10/2011 11:30	Scheduler	Trust: East Kent Hospitals Uni NHS Foundation Trust Agency: Nursing StaffGroup: Nursing & Midwifery Location: ALL Ward: ALL Grade: ALL		View Details

The backing report header information is displayed. The generated by column will display the name or username of the individual that generated the report. If this column has 'Scheduler' as the generated by name then this backing report was generated from the backing report schedule that has been created.

To view the details of the backing report click the 'View Details' link on the far right of the table

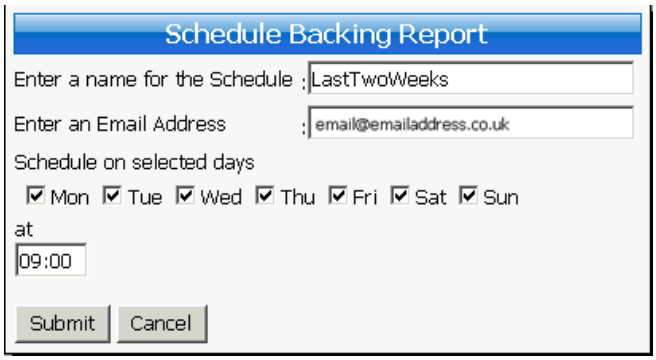
Date	Ref Num	Agency Worker Name	Agency Worker Unique Id	Trust	Ward	Assignment	Contract				Actual				Commission	Total Cost
							Start	End	Break In Minutes	Total	Start	End	Break In Minutes	Total		
10/10/2011	49875629	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	97.50
08/10/2011	49875633	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	112.50
11/10/2011	49875634	Training FW1	12345	East Kent Hospitals Uni NHS Foundation Trust	Kent & Canterbury Hospital Admin General Surgery	CSW00	09:00	17:00	30	07:30	09:00	17:00	30	07:30	15.00	97.50

12.6 Backing Report Schedules

To view the backing report schedules that have been saved click the 'Backing Report Schedules' menu option.

Schedule Name	Runs On	Runs At	Parameters	Email To		
LastTwoWeeks	Mon, Tue, Wed, Thu, Fri, Sat, Sun	09:00	Trust: East Kent Hospitals Uni NHS Foundation Trust Agency: Nursing StaffGroup: Nursing & Midwifery Location: ALL Ward: ALL Grade: ALL	email@emailaddress.co.uk	Edit	Delete
Weekly Agency Schedule	Mon, Wed	11:30	Trust: East Kent Hospitals Uni NHS Foundation Trust Agency: Nursing StaffGroup: Nursing & Midwifery Location: ALL Ward: ALL Grade: ALL	email@emailaddress.co.uk	Edit	Delete

Your backing reports schedule will be displayed with all the relevant information. If you need to change any of the detail of the schedule click the 'Edit' option next to the schedule.



Change the options that require changing and click 'Submit' to save those changes.

If the schedule requires deleting click the 'Delete' link on the fr right of the table.

13.0 Changing or Resetting Your Password:

It is possible for NHS Professionals Online Users to change their own passwords via the change password link in the menu or if you have forgotten your password you can reset your password using the 'Forgot Password?' link on the login page

13.1 Changing Your Password once logged in

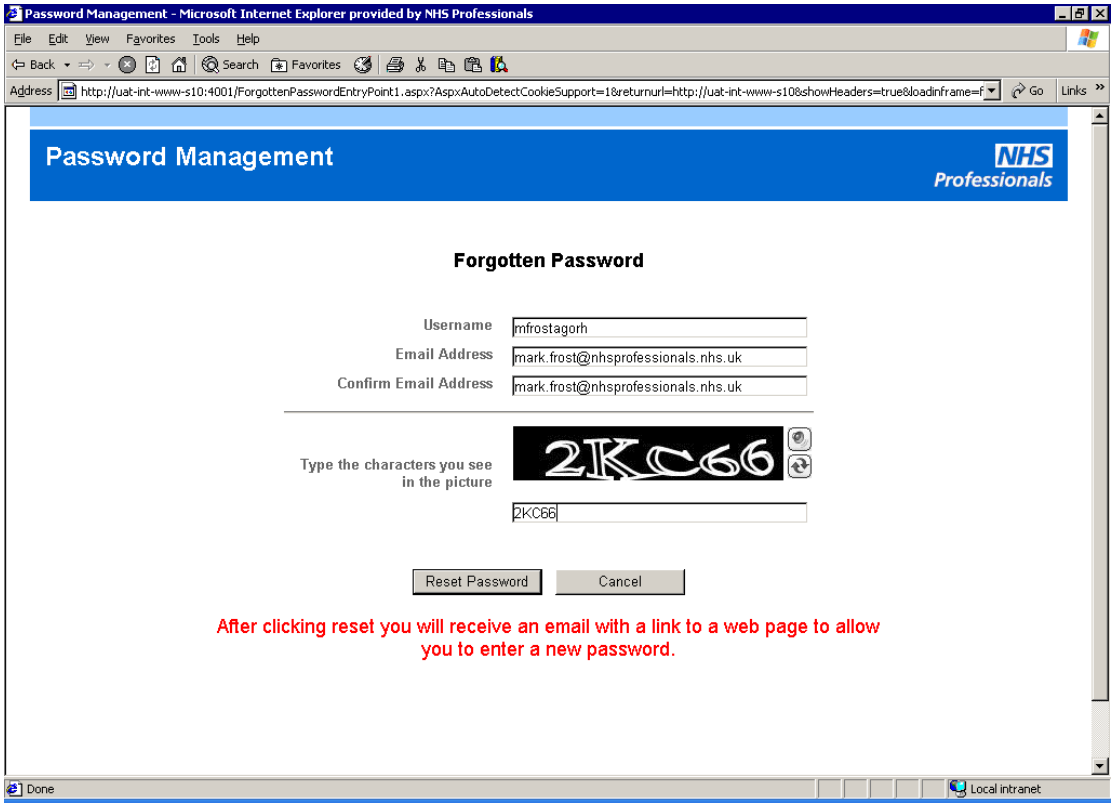
The top of the page shows details of the logged on user, along with the password valid to date – this will enable you to keep a check but the system will remind you to change your password 14 days before, and for everyday after until it expires. We recommended you change your password as soon as you see these prompts, to avoid any problems.

StaffBank
Menu Options
Version No: 2.01.11.6 / 2.07.02.e.97 (Database: Staffbank_UAT) / GPT Version No.: 1.0.0.4
You are logged in as Mark Frost (Password expires on :- 4-Feb-2010)

This will lead you to the Password management page explained in the section below.

13.2 Resetting a forgotten password

If you have forgotten your password click on the 'Forgot Password?' link from the main login page. You will be redirected to the Password Management System:



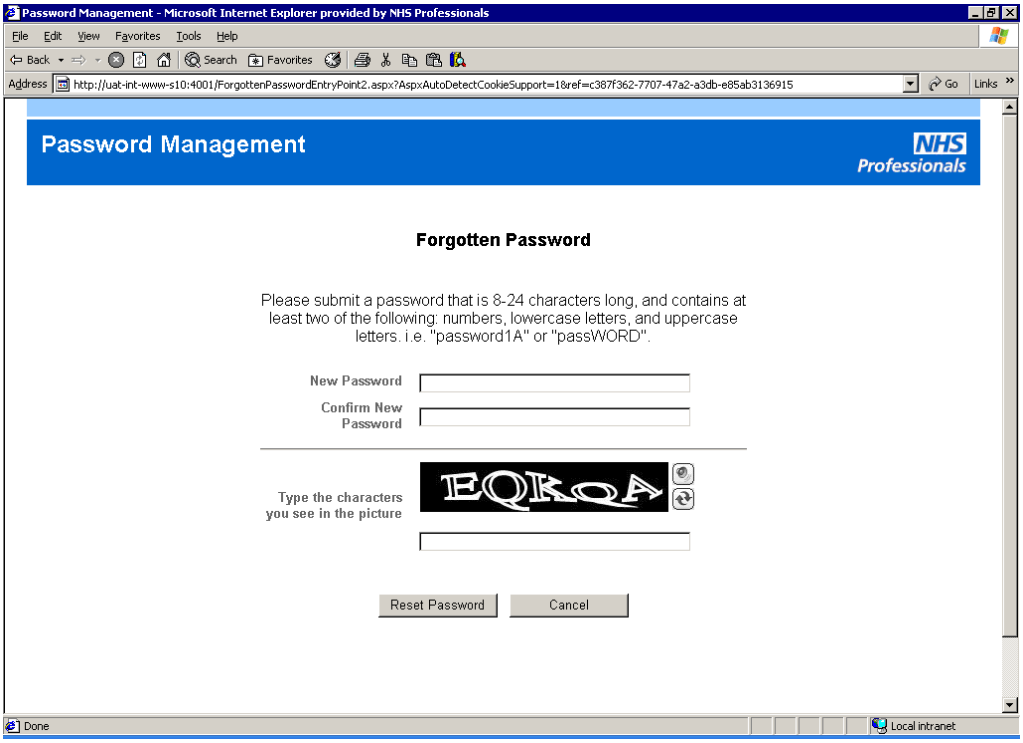
Enter your username and then the email address you registered your username with NHS Professionals with twice – please note you will not be able to copy and paste your email address from one box to the other.

Once you have done this you will be asked to enter the CAPTCHA information. Simply type in the 5 letter number and letter combination into the box below the CAPTCHA detail.

Click Reset Password and an email will be automatically sent if your email address is recognised.

Retrieve your email and click on the link in this email. You will see the following page appear:

Enter your new password details following the rules on screen. Enter the CAPTCHA information you see displayed on screen. Click Reset Password and your password will be reset and you will see a page to confirm you have changed your password. You will not be able to login to the system.


Password Management - Microsoft Internet Explorer provided by NHS Professionals
File Edit View Favorites Tools Help
Address http://uat-int-www-s10:4001/ForgottenPasswordEntryPoint2.aspx?AspxAutoDetectCookieSupport=1&ref=c387f362-7707-47a2-a3db-e85ab3136915
Password Management
NHS Professionals
Forgotten Password
Please submit a password that is 8-24 characters long, and contains at least two of the following: numbers, lowercase letters, and uppercase letters. i.e. "password1A" or "passWORD".
New Password
Confirm New Password
Type the characters you see in the picture
EQKQA
Reset Password
Cancel
Done
Local intranet

14.0 Logging Off the System

Once you have completed all necessary work please log out of the system, using the '**Logout**' link

StaffBank
NHS Professionals
Menu Options
Requests & Bookings
Version No: 10.06.01.15 / 10.06.04.02 (Database: TRAIN_Staffbank) / GPT Version No.: 10.06.01.15
You are logged in as : Training Training (Password expires on :- 1-Jan-2020)
Logout

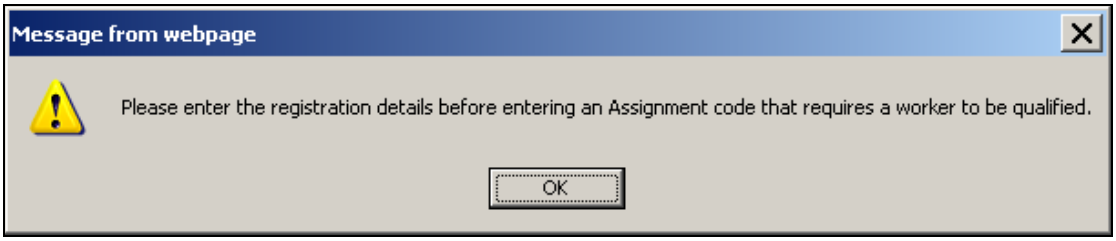
This will log you out of the NHS Professionals website and close the web page.

15.0 Warning Messages.

Throughout your use of the NHS Professionals' Online booking system you may receive messages about the actions you are trying to perform. A list is provided for you here. This list is not exhaustive, if you have any questions regarding these messages please contact NHS Professionals.

Adding a new Flexible Worker with expired registration or invalid registration details:

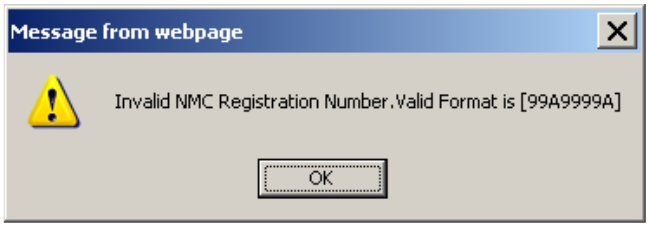
If you try to add a FW's assignment which requires a PIN and you have not entered their PIN before selecting their assignment you will see the following error:


Message from webpage
Please enter the registration details before entering an Assignment code that requires a worker to be qualified.
OK

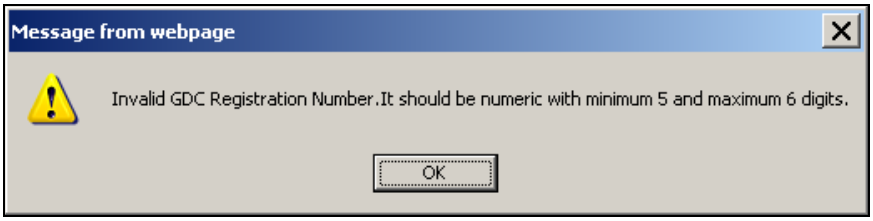
To rectify this message enter their PIN and reselect their assignment.

If you have entered their PIN and that PIN fails the validation checks you will see the following messages:

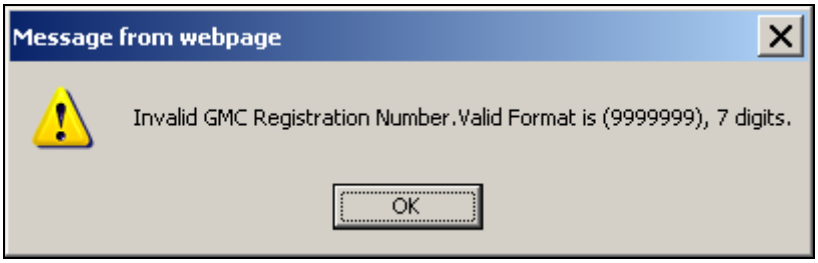
Invalid NMC PIN:



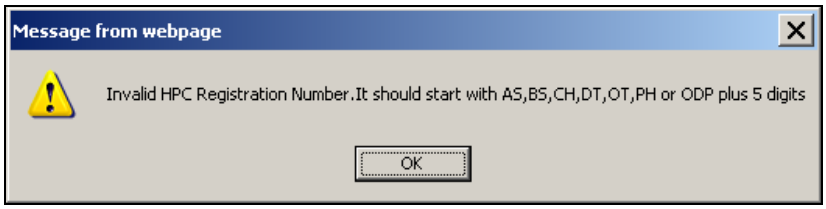
Invalid GDC PIN:



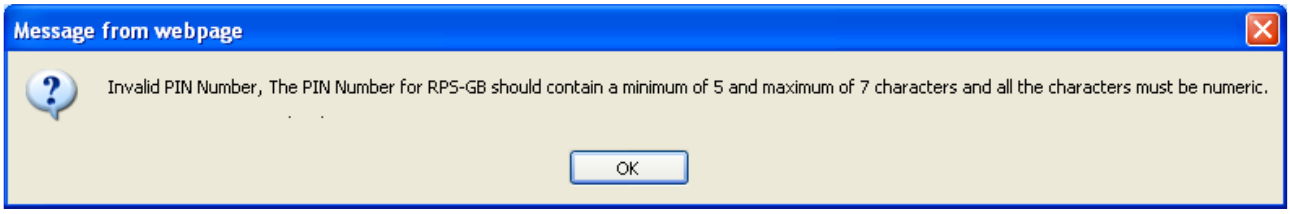
Invalid GMC PIN:



Invalid HPC PIN:



Invalid RPS-GB PIN:


Message from webpage
Invalid PIN Number, The PIN Number for RPS-GB should contain a minimum of 5 and maximum of 7 characters and all the characters must be numeric.
OK

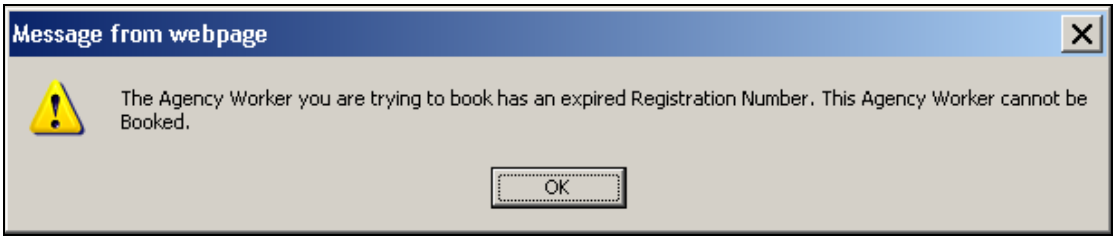
To rectify these messages enter the FW's NMC PIN in the format described in the pop up message

Booking Validations:
Back to Back Working:
If you try to enter one of your FW's and that person is working 'back to back' shifts (deemed as the type of shifts like working a night and then an early) you will receive the following message:

Sorry.
You cannot place this Agency Worker into this shift as it would cause back to back working. An Agency Worker cannot work a late shift followed by a night shift or a night shift followed by an early shift

As the Working Time Regulation (WTR) states that workers cannot work these types of hours you will NOT be able to book this FW.

If you are trying to book a FW that does not have a valid registration or their PIN has expired you will see on of the following messages


Message from webpage
The Agency Worker you are trying to book has an expired Registration Number. This Agency Worker cannot be Booked.
OK

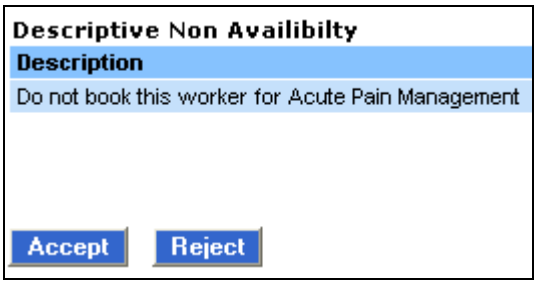
Message from webpage
You cannot place this Agency Worker into the shift since the Agency Worker has Invalid Registration Number.
OK

Shifts Not Booked

EBR Num	Date	Start Time	End Time	Location	Ward	Assignment	Status
ZHLDGKMGE7	9-Feb-2011	07:00	21:00	KCH	Acute Medical S	RN00	The Registration Number is Invalid for the Agency Worker.
WEIADHJDC8	10-Feb-2011	07:00	21:00	KCH	Acute Medical S	RN00	The Registration Number is Invalid for the Agency Worker.
XFJBEIKEE0	11-Feb-2011	07:00	21:00	KCH	Acute Medical S	RN00	The Registration Number is Invalid for the Agency Worker.
YGKCFJLFG3	12-Feb-2011	07:00	21:00	KCH	Acute Medical S	RN00	The Registration Number is Invalid for the Agency Worker.
ZHLDGKMGI7	13-Feb-2011	07:00	21:00	KCH	Acute Medical S	RN00	The Registration Number is Invalid for the Agency Worker.
WEIADHJDG8	14-Feb-2011	07:00	21:00	KCH	Acute Medical S	RN00	The Registration Number is Invalid for the Agency Worker.

To rectify these messages you should use the ‘Edit Agency Worker’ menu option and reenter the details for this FW.

If you are trying to book a worker and the ‘ward’ you are trying to book them for has requested a ‘note’ (Descriptive Non Availability) to this FW for this worker you will see the following page



This note could indicate anything that the requester wants to let you know. If you see the sort of message above where it indicates that someone should not be booked here you should contact NHS Professionals.

16.0 Appendix

This section is provided to supply you with additional information, that whilst not directly relating to the functionality of the NHS Professionals web booking system is useful information that will ensure your understanding of some of the related information used in the system.

Assignment Types and Area's of Work

When you see the assignment you should read the letters and numbers as two separate entities. The initial acronym e.g. CSW indicates the Staff Group and Band of Flexible worker that the NHS Professionals client requires. The set of numbers (e.g. 00) next this acronym indicates the area/speciality that the flexible worker must have to be able to work that request.

Nursing & Midwifery:
Nursing & Midwifery will be discussed here as a separate entity to the other Staff Groups due to it's larger number of Area's of Work.

Assignment Code	Description	Band
CSW	Care Support Worker	2
CSWH	Care Support Worker Higher	3
NN	Nursery Nurse	4
DN	Dental Agency Worker	4
ASP	Associate Practitioner	4
RN	Registered Agency Worker	5
RM	Registered Midwife	5
CPN	Community Psychiatric Agency Worker	6
NTL	Agency Worker Team Leader	6
HV	Health Visitor	6
MTL	Midwifery Team Leader	6
NTM	Agency Worker Team Manager	7
MTM	Midwifery Team Manager	7
NMM	Agency Worker Modern Matron	8
NC	Agency Worker Consultant	8

Area of Work
The Area of Work code informs you of any special skills or experience that the Flexible Worker will require in order to be able correctly work on that request.

Field Of Practise	Area Of Work	Description
Specialist Community Public Health Nursing	102	General
	111	Schools
	100	Child Health (Community)
Child Acute	60	Child Hospital
	61	PICU
	62	NICU
	63	Paediatric A&E
Acute	00	General Acute
	94	Outpatients
	43	Day Surgery
	59	Theatre General
	55	Theatre Scrub
	52	Theatre Recovery
	40	Theatre Anaesthetics
	49	Ophthalmology
	48	Neurosurgery
	36	Infection Control
	24	Oncology
	16	Endoscopy
	08	ICU
	07	HDU
	05	Coronary Care
	04	A&E
Midwifery	66	Maternity
Mental Health and Learning Disabilities	03	General
	73	Child and Adolescent
	79	Older Persons
	77	Learning Disabilities
	76	Forensic/Intensive Care
	74	Substance Abuse/Addictions
	120	Community Mental Health

All other staff groups will follow now without the Assignmnet Types and Area's of work being split – this is due to the limited use of the 'Area of Work' field.

Administration Services:

Field of Practice	Assignment Code	Description	AFC Band
Business and Projects	BAC00	Business Administration and Projects	3
	BAD00	Business Administration and Projects	4
	BAE00	Business Administration and Projects	5
Finance	PCC00	Payroll Clerk	3
	CASC00	Cashier	3
	APC00	Accounts Payable Administrator	3
	ARC00	Accounts Recievable Administrator	3
	APTD00	Accounts Payable Team Leader	4
	ARTD00	Accounts Recievable Team Leader	4
Human Resources	HRC00	Human Resources Administrator	3
	RAC00	Recruitment Assistant	3
	HRD00	Human Resources Administrator	4
	LDD00	Learning and Development Advisor	4
	MSD00	Medical Staffing Officer	4
	HRE00	Human Resources Advisor	5
	LDE00	Learning and Development Advisor	5
	MSE00	Medical Staffing Officer	5
Information Systems	ISC00	Information Systems Officer	3
	ISD00	Information Systems Officer	4
	ISE00	Information Systems Officer	5
Information Technology	ITC00	Information Technology Officer	3
	ITD00	Information Technology Officer	4
	ITE00	Information Technology Officer	5
Office Services	OSA00	Office Services	1
	OSB00	Office Services	2
	OSC00	Office Services	3
	OSD00	Office Services	4
	OSE00	Office Services	5
	PAD00	Personal Assisstant	4
	MSEC00	Medical Secretary	4
Public Relations	PRC00	Public Relations Officer	3
	PRD00	Public Relations Officer	4
	PRE00	Public Relations Officer	5
	PALC00	Patient Advice and Liaison	3
	PALD00	Patient Advice and Liaison	4
	PALE00	Patient Advice and Liaison	5
Patient Services	PSA00	Patient Services	1
	PSB00	Patient Services	2
	PSC00	Patient Services	3
	PSD00	Patient Services	4
	PSE00	Patient Services	5
	CCOC00	Clinical Coding Officer	3
	CCOD00	Clinical Coding Officer	4
	CCE00	Clinical Coding Team Leader	5

Allied Health Professionals

Field of Practice	Assignment Code	Description	AFC Band
Chiropodist and Podiatrist	POSW00	Clinical Support Worker (Podiatry)	2
	POSH00	Clinical Support Worker Higher Level (Podiatry)	3
	POT00	Podiatry Technician	4
	PORP00	Podiatrist	5
	POSP00	Podiatrist Specialist	6
	POTM00	Podiatry Team Manager	7
	POAP00	Podiatrist Advanced	7
	POC00	Podiatric Consultant (Surgery)	8
Dietician	DISW00	CSW Higher level (Dietician)	3
	DIRP00	Dietician	5
	DISP00	Dietician Specialist	6
	DITM00	Dietetic Team manager	7
	DIAP00	Dietician Advanced Practitioner	7
Occupational Therapist	OTSW00	CSW (Occupational Therapy)	2
	OTSH00	CSW Higher level (Occupational Therapy)	3
	OTT00	Occupational Therapy Technician	4
	OTTI00	Occupational Therapy Technical Instructor Higher level	5
	OTRP00	Occupational Therapist	5
	OTSP00	Occupational Therapist Specialist	6
	OTTM00	Occupational Therapist Team Manager	7
	OTAP00	Occupational Therapist Advanced	7
	OTAC00	Occupational Therapist Advanced - Community	7
	OTC00	Occupational Therapist Consultant	8
Operating Theatre Practitioner	TP40	Theatre Practitioner Anaesthetic	5
	TP43	Theatre Practitioner Day Surgery	5
	TP52	Theatre Practitioner Recovery	5
	TP55	Theatre Practitioner Scrub	5
	TP59	Theatre Practitioner General	5
	TPEL59	Theatre Practitioner Entry Level General	4
	TPHL40	Theatre Practitioner Higher Level Anaesthetic	6
	TPHL43	Theatre Practitioner Higher Level Day Surgery	6
	TPHL52	Theatre Practitioner Higher Level Recovery	6
	TPHL55	Theatre Practitioner Higher Level Scrub	6
	TPHL59	Theatre Practitioner Higher Level General	6
	TPTM40	Theatre Practitioner Team Manager Anaesthetic	7
	TPTM43	Theatre Practitioner Team Manager Day Surgery	7
	TPTM52	Theatre Practitioner Team Manager Recovery	7
	TPTM55	Theatre Practitioner Team Manager Scrub	7
	TPTM59	Theatre Practitioner Team Manager General	7
Paramedic	AMT00	Ambulance Practitioner	4
	AMRP00	Ambulance Practitioner (Specialist)	5
	AMSP00	Ambulance Practitioner (Advanced)	6
	AMTL00	Ambulance Station Officer (Team Leader)	6

Physiotherapy	PYSW00	Clinical Support Worker (Physiotherapy)	2
	PYSH00	Clinical Support Worker Higher Level (physiotherapy)	3
	THT00	Therapy, Assistant Practitioner	4
	PYRP00	Physiotherapist	5
	PYSP00	Physiotherapist Specialist	6
	PYSE00	Physiotherapist Specialist (Experienced Rotational)	6
	PYSR00	Specialist Physiotherapist (Respiratory Problems)	7
	PYSC00	Specialist Physiotherapist (Community)	7
	PYTM00	Physiotherapy Team Manager	7
	PYAP00	Physiotherapist Advanced	7
	PYC00	Physiotherapist Consultant	8
Radiographer	RDST00	Assistant Practitioner (Radiography)	4
	RDRP00	Radiographer (Diagnostic)	5
	RTRP00	Radiography (Therapeutic)	5
	RDSP00	Radiographer Specialist (Diagnostic Therapeutic)	6
	RDSO00	Radiographer Specialist (Reporting Sonographer)	7
	RDTM00	Radiographer Team Manager	7
	RDAP00	Radiographer Advanced	7
	RDC00	Radiographer Consultant	8
Speech and Language Therapists	SLSH00	Speech and Language Therapy Assistant/Associate Practitioner	4
	SLRP00	Speech and Language Therapist	5
	SLSP00	Specialist Speech and Language Therapist	6
	SLAP00	Speech and Language Therapist Advanced	7
	SLC00	Consultant Speech and Language Therapist	8

Support Services:

Field of Practice	Assignment Code	Description	AFC Band
Hotel Services	PORT00	Porter	1
	DM00	Domestic	1
	DMH00	Domestic Higher	2
	DMS00	Domestic Supervisor	3
Maintenance and Estates	ESW00	Estate Worker	1
	ESWH00	Estate Worker Higher	2
	EMW00	Estate Maintenance Worker	3
Sterile Services	SSW00	Sterile Support Worker	1
	SSWH00	Sterile Support Worker Higher	2
	SSS00	Sterile Support Worker Supervisor	3

Health Science Services:

Field of Practice	Assignment Code	Description	AFC Band
Biomedical Sciences	BMRP00	Biomedical Scientist	5
	BMTL00	Biomedical Team Leader	6
	BMSP00	Biomedical Scientist Specialist	6
	BMTM00	Biomedical Scientist Team Manager	7
	BMAP00	Biomedical Scientist Advanced	7
Clinical Sciences	BMSW00	Clinical Support Worker (healthcare Science)	2
	BMSH00	Clinical Support Worker, Higher Level, (healthcare Science)	3
	CSAP00	Registered Clinical Scientist	7
	CSC00	Principal Clinical Scientist	8
Cytology	CYSH00	Cytology Screener Entry Level	3
	CYT00	Cytology Screener	4
Medical Technology	MTT00	Medical Engineering Technician, Entry Level	4
	MTP00	Medical Engineering Technician	5
	MTSP00	Medical Engineering Technician Specialist	6
	MTAP00	Medical Engineering Team Manager	7
	CSRP00	Medical Physics Technician	5
	CSSP00	Specialist Medical Physics Technician	6
Optometry	OPT00	Optometrist Entry Level	4
	OPSP00	Optometrist	6
	OPAP00	Optometrist Specialist	7
Pharmacy	PASW00	Pharmacy Support Worker	2
	PASH00	Pharmacy Support Worker, Higher Level	3
	PAT00	Pharmacy Technician	4
	PARP00	Pharmacist Entry Level	5
	PATH00	Pharmacy Technician Higher Level	5
	PASP00	Pharmacist	6
	PATM00	Pharmacy Technician Team Manager	7
	PAAP00	Pharmacist Specialist	7
	PAC00	Consultant Pharmacist	8